

2015



North Carolina Veterans Annual Report

NATION LEADING

STATE & COUNTY VETERAN SERVICES

70% Growth
in North Carolina Veteran
Service Locations (since 2014)

\$1 Billion Increase
in Compensation Awards to
North Carolina Veterans
(since 2013)

BECOMING MORE VETERAN-FRIENDLY MEANS:

#2 NATIONALLY
in Most Improved
Rate of Servicing
Veterans

#8 NATIONALLY
in Veteran
Population.
(1st Time Ever)

#4 NATIONALLY
in Successful
Claims Awards for
NC Veterans

#9 NATIONALLY
in Overall
Population

produced by

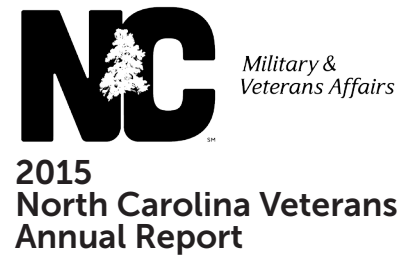


Military &
Veterans Affairs

www.milvets.nc.gov

Table of Contents

Introduction	01
NC Veterans Figures Overview	02
2014 VA Expenditures	04
VA Impact: By County	06
NC Division of Veterans Affairs Operations	09
North Carolina State Veterans Homes	14
North Carolina State Veterans Cemeteries	16
NC Division of Veterans Affairs Training	17



At first no one could believe it, but Veterans were not staying. The sad fact is that despite North Carolina having the fourth largest active military concentration in America (Ft. Bragg, Camp Lejeune, Seymour Johnson AFB, etc.) veterans were not staying. No other job pays

to ship you “home” at the end of the contract like active military. When their tours were up, our highly trained and courageous service members were leaving North Carolina for states that did more for them, that valued veterans and focused on their needs.

“Before Governor McCrory, North Carolina was literally bleeding veterans”

Consider that a state ranked # 9 in overall population was only ranked #9 in veterans population, despite having the biggest Army base, one of the biggest Marine Bases, and over half of America’s Special Operations Forces. Where was the lift from 130,000 active duty and reservists living here, albeit temporarily? Why weren’t they staying?

The Governor tasked us to find out why and to work on changing the conditions here, to “make North Carolina the Most Military and Veteran Friendly State in America.” Governor McCrory demanded ease and

efficiency for our veterans, and accountability from our state agencies. One result born of his data-driven desire for transparency is the North Carolina Veterans Annual Report. Begun in 2013, and now in its 3rd edition, this was the first and only effort of its kind to track veterans trends and state-level performance. It has been a useful tool in implementing the Governors strategy, and we, the veterans that work in Veterans Affairs for the state and 100 counties of North Carolina hope you find it useful. It has been copied now by many other states as have our methods, and frankly that is a good thing: our goal is to improve the lives of all veterans, not just the ones lucky enough to call North Carolina home. As always, let us know how we can make this, or any of our other services better, because we are committed to being the best!

Semper Fi,

ILARIO G. PANTANO

Assistant Secretary for Veterans Affairs
North Carolina Department of Military
and Veterans Affairs

FROM THE SECRETARY



On behalf of the men and women of the North Carolina Department of Military and Veterans Affairs (NCDMVA), and our partner Veteran Service Officers in 100 counties, I want to thank you for your interest in our 2015 Annual Report of North Carolina Veterans. The

newly created NCDMVA (2015), is just the latest example of Governor Pat McCrory's focus on veterans and the military.

Starting with Governor McCrory's Working Group on Veterans, Service Members and their Families (EO 49), which he began planning in 2013 and was put in to motion in 2014, North Carolina has worked hard to integrate efforts across all levels of state and federal government as well as private and non-profit partners. The results of this veteran-centric approach are bearing fruit, as this report demonstrates, and we are quickly becoming a national model.

Since Governor McCrory took office in 2013, we have grown Veteran Service locations by 70% and yet we have cut our office rent expenses. How? By partnering with the VA and opening 8 new offices inside of VA medical facilities from 2014-2016. Best of all we have gone where the veterans are, instead of making them try and find us. We have streamlined operations and improved training for our 100 county partners which added \$1 Billion new dollars into the pockets of our veterans in just two years. Governor McCrory's reforms have led North Carolina to achieve the 2nd fastest growth rate of any state in the country for new benefits claims granted.

Our investment in technology has delivered the finest state-level website and Resource Guide (NC4VETS.com) in the country. Our pursuit of efficiency enabled a cut in wait times by 40% on claims processing by using Fully Developed Claims (FDC).

Governor McCrory has gone beyond driving more efficiency from his departments. He worked with the Legislature to deliver in-state tuition to NC veterans for the first time. He also made accreditation and vocational licensing easier so veterans could get work.

Beyond the Governor's focus on educating and employing our veterans, he has tasked us to aggressively focus on issues for Women veterans as well. In 2014, Governor McCrory kicked off the state's first ever Women Veterans Summit and Expo. We are excited to announce that the next one will be May 25, 2016.

The result of all of this new energy and action is that North Carolina is, in fact, becoming more veteran friendly. And veterans are voting with their feet: for the first time North Carolina's veteran population is growing faster than the population at large. In 2014, for the first time NC ranks 8th in veterans, despite being 9th in population.

We are reaching out to the active duty, reserve and Guard forces in new ways, too. Be on the lookout for a host of new programs and features to make sure that our military and base communities know they are as cherished as our veterans. One Team. One Fight.

I remain Semper Fidelis,

CORNELL WILSON

Major General, USMC (ret.)
Secretary
North Carolina Department of Military
and Veterans Affairs



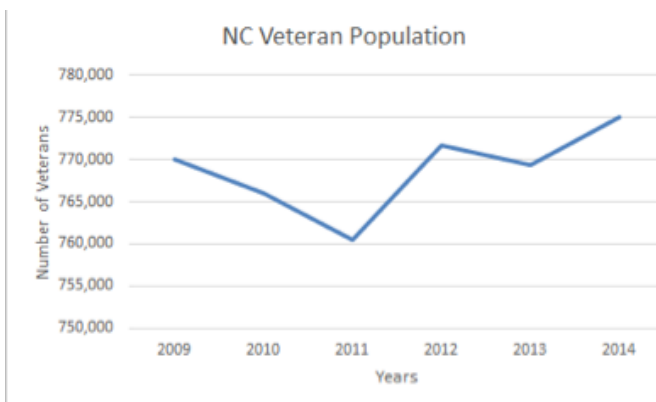
2000-2015: VETERAN POPULATION CHANGES

► VETERANS VOTE WITH THEIR FEET

These maps are re-produced from maps published by the VA. They both depict a percentage change in Veteran Population by State relative to other states.

The map on the **TOP** illustrates veteran population change between **2000 and 2012**. North Carolina's veteran population declined by 1-5% While North Carolina's neighbors increased: Virginia increased by over 6%, South Carolina and Georgia increased by 1-6%.

The map on the **BOTTOM** illustrates veteran population change between **2000 and 2015**. North Carolina's veteran population increased by the same amount as North Carolina's neighbors Virginia, South Carolina and Georgia.



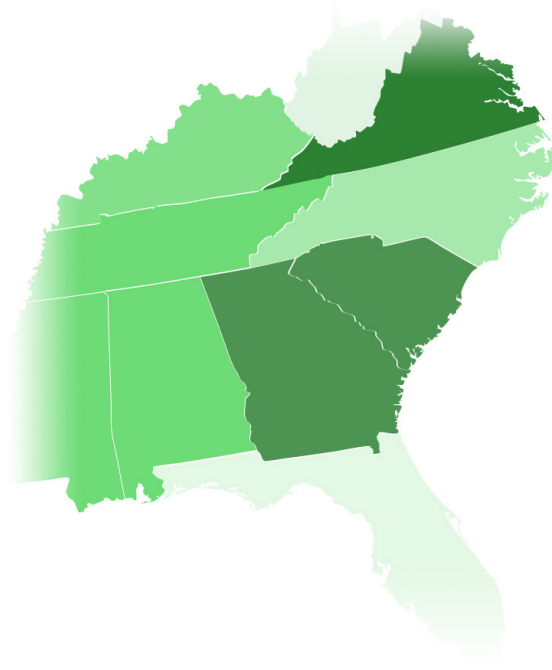
An increase in veteran population (#8) defies the national trend of declining veterans populations as our WW2, Korea and Vietnam era veterans leave us.

In fact, NC is at its highest veteran population in the past 5-years!



**North Carolina is now attracting veterans!
The trend of veteran flight has been reversed.**

► **VETERAN POPULATION
CHANGES: 2000-2012**

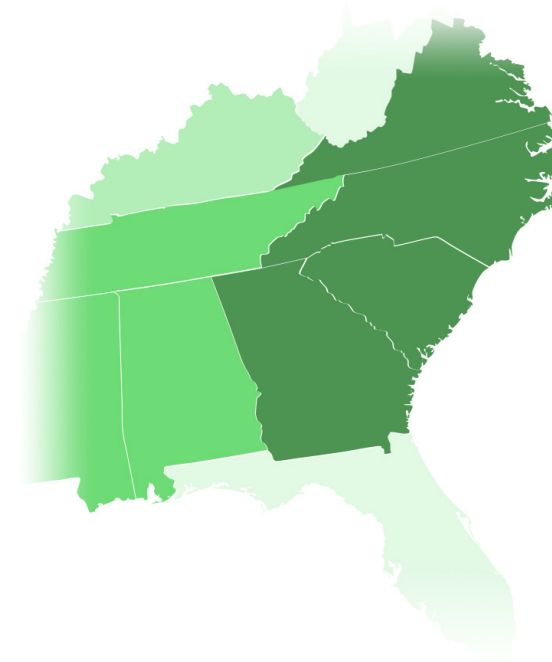


INCREASING



DECREASING

► **VETERAN POPULATION
CHANGES: 2000-2015**





2014 VA EXPENDITURES:

► 2014 OPERATIONAL FACTS

**\$3.32
BILLION**

VA compensation and pension.
(4th Highest in the U.S.)

↑ UP 23%

**\$5.94
BILLION**

Total VA investment including, healthcare construction, education and Compensation.

↑ UP 17%

**\$2.31
BILLION**

Economic impact of the DoD pensions alone and does not include ancillary business and work activities of these highly skilled retirees.

↑ UP 3%

**\$8.2
BILLION**

Combined VA and DoD federal investment in North Carolina Veterans in 2014.

↑ UP 12%

► 2013 OPERATIONAL FACTS

**\$2.7
BILLION**

VA compensation and pension.
(4th Highest in the U.S.)

**\$5.06
BILLION**

Total VA investment including, healthcare construction, education and Compensation.

**\$2.24
BILLION**

Economic impact of the DoD pensions alone and does not include ancillary business and work activities of these highly skilled retirees.

**\$7.3
BILLION**

Combined VA and DoD federal investment in North Carolina Veterans in 2013.

► OPERATIONAL FACTS

YEAR	# OF NCDVA STAFF	NC VETERANS	COMPENSATION & PENSION BENEFITS RECEIVED
1996	100+	710,690	\$643 MILLION
2014	90 (↓ 10%)	775,000 (↑ 9%)	\$3.32 BILLION (↑ 516%)



2013 - 2014

NC HAD THE 2ND LARGEST PERCENT INCREASE IN VA COMPENSATION & PENSION EXPENDITURES AT **18.5%**

2014 BY THE NUMBERS

2014

2013

NC VETERAN POPULATION

775,020 ↑ NC ranks 8th

769,384 NC ranks 9th

VETERANS AS % OF STATE POPULATION (per-capita) 9,944,000

7.79% NC ranks 23rd

7.81% NC ranks 30th

WOMEN VETERAN POPULATION (as of 2014)

84,073 NC ranks 6th

82,594 NC ranks 6th

WOMEN VETERANS AS % OF VETERAN POPULATION

10.8%

10.7%

↑ \$8.2 BILLION
FY 2014
*NC VETERAN-RELATED
FEDERAL EXPENDITURES
(Includes 2014 DOD Retiree Pay)

\$7.3 BILLION
FY 2013
NC VETERAN-RELATED
FEDERAL EXPENDITURES

TOTAL VA EXPENDITURE FY 2014

\$5.94B ↑ NC ranks 6th

\$5.06B NC ranks 6th

VA COMPENSATION AND PENSION (Direct-to-Vet)

\$3.32B ↑ NC RANKS 4TH

\$2.71B NC RANKS 4TH

VA CONSTRUCTION

\$8.4M ↓ NC RANKS 27TH

\$21.2M NC RANKS 14ST

VA EDUCATION/VOC./EMPLOY

\$478.9M ↑ NC RANKS 7TH

\$399.18M NC RANKS 7TH

VA GEN. OPS EXP.

\$93.72M ↑ NC RANKS 13TH

\$91.53M NC RANKS 13TH

VA INSURANCE/INDEMNITIES

\$53.40M ↓ NC RANKS 9TH

\$53.71M NC RANKS 9TH

VA MEDICAL CARE

\$1.98B ↑ NC RANKS 8TH

\$1.78B NC RANKS 8TH

TOTAL DOD MILITARY RETIREE PAY FY 2014

\$2.31B ↑ NC RANKS 5TH

\$2.24B NC RANKS 5TH

TOTAL NC MILITARY RETIREES

92, 553 ↑ NC RANKS 6TH

90,873 NC RANKS 6TH

RETIREE % OF TOTAL VETERAN POPULATION IN NC

11.94% ↑

11.81%

SOURCES:

(1) Department of Veterans Affairs State Summary- Office of Public Affairs

<http://www.va.gov/opa/publications/factsheets.asp>(2) US Department of Veterans Affairs- Veterans Benefits Administration http://www.benefits.va.gov/reports/annual_performance_reports.asp

(3) VetPop2014 through VA Office of the Actuary:

http://www1.va.gov/vetdata/Veteran_Population.asp(4) MOAA State by State Report Card 2015 <http://www.moaa.org/statereport>(5) VA Expenditure GDX Reports FY 2014 <http://www.va.gov/vetdata/expenditures.asp>

(6) DOD Statistical Report on the Military Retirement System -FY 2014 (released June 2014)

http://actuary.defense.gov/Portals/15/Documents/MRS_StatRpt_2014.pdf

(7) NC Division of Veterans Affairs Report 2012-2014

<http://www.nc4vets.com/info>(8) US Census Populations <http://quickfacts.census.gov/qfd/states/37000.html>

(9) National Center for Veterans Analysis and Statistics (Women Veterans Populations)

http://www.va.gov/vetdata/Veteran_Population.asp

(10) Department of Veterans Affairs, Winston-Salem Regional Office, Completed Claim Count Winston-Salem, North Carolina, 2015



2014 VA EXPENDITURES: BY COUNTY

COUNTY	*VETERAN POPULATION	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION & REHAB (JOBS)	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	**UNIQUE PATIENTS
ALAMANCE	11,502 ↑	\$71,432 ↑	\$34,484 ↑	\$-	\$2,275	\$-	\$545	\$34,127	2,593
ALEXANDER	2,805 ↓	\$18,561 ↑	\$9,597 ↑	\$-	\$444	\$-	\$41	\$8,479	943
ALLEGHANY	910 ↓	\$5,421 ↑	\$3,419 ↑	\$-	\$113	\$-	\$24	\$1,865	305
ANSON	1,667 ↓	\$10,076 ↑	\$6,173 ↑	\$-	\$368	\$-	\$91	\$3,444	522
ASHE	1,912 ↓	\$13,956 ↑	\$9,170 ↑	\$-	\$325	\$-	\$178	\$4,283	678
AVERY	1,148 ↓	\$8,926 ↑	\$5,055 ↑	\$-	\$499	\$-	\$137	\$3,235	458
BEAUFORT	3,890 ↓	\$31,238 ↑	\$19,605 ↑	\$-	\$1,511	\$-	\$368	\$9,753	1,172
BERTIE	1,168 ↑	\$8,725 ↑	\$4,987 ↑	\$-	\$297	\$-	\$65	\$3,378	288
BLADEN	3,016 ↓	\$20,227 ↑	\$12,125 ↑	\$-	\$583	\$-	\$133	\$7,386	740
BRUNSWICK	13,450 ↑	\$77,012 ↑	\$53,127 ↑	\$-	\$3,532	\$-	\$1,306	\$19,047	3,280
BUNCOMBE	19,908 ↓	\$192,474 ↑	\$73,927 ↑	\$-	\$7,169	\$4,695	\$1,927	\$104,755	7,477
BURKE	7,041 ↓	\$51,957 ↑	\$25,551 ↑	\$-	\$1,475	\$-	\$359	\$24,571	2,503
CABARRUS	13,288 ↑	\$86,998 ↑	\$46,731 ↑	\$-	\$6,518	\$-	\$578	\$33,171	4,119
CALDWELL	6,213 ↓	\$43,431 ↑	\$23,529 ↑	\$-	\$1,437	\$-	\$133	\$18,333	2,225
CAMDEN	1,064 ↑	\$10,068 ↑	\$6,307 ↑	\$-	\$1,661	\$-	\$498	\$1,602	217
CARTERET	8,472 ↓	\$64,569 ↑	\$44,209 ↑	\$-	\$3,644	\$-	\$1,563	\$15,153	2,385
CASWELL	2,005 ↑	\$12,146 ↑	\$5,328 ↑	\$-	\$282	\$-	\$49	\$6,487	517
CATAWBA	11,853 ↑	\$76,613 ↑	\$41,240 ↑	\$-	\$3,909	\$-	\$489	\$30,974	4,035
CHATHAM	6,210 ↑	\$22,430 ↑	\$9,443 ↑	\$-	\$865	\$-	\$503	\$11,619	939
CHEROKEE	2,700 ↓	\$23,400 ↑	\$12,939 ↑	\$-	\$314	\$-	\$65	\$10,082	1,098
CHOWAN	1,635 ↑	\$7,550 ↑	\$5,107 ↑	\$-	\$281	\$-	\$173	\$1,989	243
CLAY	1,051 ↓	\$8,726 ↑	\$4,561 ↑	\$-	\$76	\$-	\$55	\$4,033	413
CLEVELAND	7,450 ↓	\$57,927 ↑	\$31,069 ↑	\$-	\$2,460	\$-	\$652	\$23,747	2,478
COLUMBUS	3,786 ↓	\$35,751 ↑	\$23,673 ↑	\$-	\$1,178	\$-	\$150	\$10,749	1,300
Craven	14,531 ↑	\$112,766 ↑	\$77,854 ↑	\$65	\$13,299	\$251	\$612	\$20,685	2,697
CUMBERLAND	49,239 ↑	\$693,950 ↑	\$441,197 ↑	\$279	\$96,076	\$2,545	\$3,722	\$150,132	18,593
CURRITUCK	3,128 ↓	\$19,020 ↑	\$12,622 ↑	\$-	\$3,171	\$-	\$78	\$3,148	473
DARE	3,246 ↓	\$12,128 ↑	\$8,374 ↑	\$-	\$404	\$-	\$313	\$3,038	439
DAVIDSON	13,887 ↑	\$64,686 ↑	\$29,357 ↑	\$-	\$2,188	\$-	\$649	\$32,492	3,607
DAVIE	3,218 ↓	\$18,989 ↑	\$9,929 ↑	\$-	\$663	\$-	\$272	\$8,125	991
DUPLIN	3,519 ↑	\$31,413 ↑	\$20,840 ↑	\$-	\$1,844	\$-	\$212	\$8,516	1,058
DURHAM	15,700 ↓	\$201,049 ↑	\$60,975 ↑	\$2,294	\$10,053	\$8,226	\$941	\$118,561	5,098
EDGEcombe	3,348 ↓	\$32,581 ↑	\$18,733 ↑	\$-	\$1,552	\$-	\$183	\$12,112	1,042
FORSYTH	25,731 ↑	\$220,501 ↑	\$88,184 ↑	\$311	\$11,126	\$66,357	\$1,762	\$52,761	7,071
FRANKLIN	4,939 ↑	\$29,026 ↑	\$14,091 ↑	\$-	\$1,269	\$-	\$203	\$13,462	1,118
GASTON	16,464 ↓	\$97,933 ↑	\$54,567 ↑	\$-	\$5,797	\$-	\$1,153	\$36,416	4,759
GATES	1,124 ↓	\$8,030 ↑	\$4,724 ↑	\$-	\$705	\$-	\$39	\$2,563	223
GRAHAM	661 ↓	\$5,918 ↑	\$2,918 ↑	\$-	\$53	\$-	\$37	\$2,911	233
GRANVILLE	4,962 ↑	\$28,324 ↑	\$13,606 ↑	\$-	\$1,316	\$-	\$253	\$14,149	1,052
GREENE	1,240 ↓	\$9,355 ↑	\$5,543 ↑	\$-	\$375	\$-	\$129	\$3,308	354
GUILFORD	33,104 ↓	\$194,676 ↑	\$110,720 ↑	\$-	\$15,365	\$-	\$3,084	\$65,507	7,759
HALIFAX	3,631 ↓	\$32,401 ↑	\$19,828 ↑	\$-	\$1,046	\$-	\$223	\$11,303	1,044
HARNETT	14,034 ↑	\$99,804 ↑	\$55,878 ↑	\$-	\$13,895	\$-	\$631	\$29,399	3,686
HAYWOOD	6,410 ↓	\$50,031 ↑	\$25,750 ↑	\$-	\$1,302	\$-	\$325	\$22,653	2,126
HENDERSON	11,443 ↓	\$63,706 ↑	\$33,102 ↑	\$-	\$2,109	\$-	\$936	\$27,560	2,978
HERTFORD	1,850 ↓	\$13,331 ↑	\$7,959 ↑	\$-	\$626	\$-	\$113	\$4,634	381
HOKE	6,705 ↑	\$71,670 ↑	\$44,999 ↑	\$-	\$11,398	\$-	\$553	\$14,721	2,202
HYDE	392 ↓	\$2,551 ↑	\$1,702 ↑	\$-	\$71	\$-	\$0	\$778	80
IREDELL	12,016 ↑	\$72,069 ↑	\$37,558 ↑	\$-	\$5,434	\$-	\$550	\$28,528	3,649
JACKSON	3,075 ↓	\$22,889 ↑	\$13,057 ↑	\$-	\$855	\$-	\$90	\$8,887	951

(Expenditures in \$000s)

COUNTY	*VETERAN POPULATION	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION & REHAB (JOBS)	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	**UNIQUE PATIENTS
JOHNSTON	14,101 ↑	\$77,754 ↑	\$40,653 ↑	\$-	\$5,012	\$-	\$533	\$31,557	3,267
JONES	1,134 -	\$15,544 ↑	\$10,964 ↑	\$-	\$1,321	\$-	\$49	\$3,209	346
LEE	4,252 ↑	\$54,426 ↑	\$36,735 ↑	\$-	\$8,082	\$-	\$368	\$9,241	1,115
LENOIR	4,530 ↓	\$48,032 ↑	\$32,000 ↑	\$-	\$2,392	\$-	\$498	\$13,141	1,390
LINCOLN	6,185 ↓	\$33,022 ↑	\$16,864 ↑	\$-	\$1,941	\$-	\$100	\$14,117	1,827
MCDOWELL	3,593 ↑	\$40,057 ↑	\$18,570 ↑	\$-	\$881	\$-	\$581	\$20,024	1,689
MACON	3,490 ↓	\$26,669 ↑	\$14,797 ↑	\$-	\$464	\$-	\$370	\$11,038	1,342
MADISON	1,379 ↓	\$12,513 ↑	\$6,450 ↑	\$-	\$359	\$-	\$29	\$5,675	565
MARTIN	1,645 ↓	\$16,931 ↑	\$10,437 ↑	\$-	\$613	\$-	\$48	\$5,834	563
MECKLENBURG	57,194 ↑	\$330,602 ↑	\$173,057 ↑	\$-	\$38,970	\$-	\$4,408	\$114,167	14,507
MITCHELL	1,137 ↓	\$9,663 ↑	\$4,983 ↑	\$-	\$132	\$-	\$33	\$4,514	477
MONTGOMERY	1,961 ↓	\$14,729 ↑	\$8,585 ↑	\$-	\$436	\$-	\$80	\$5,628	630
MOORE	10,315 ↑	\$64,128 ↑	\$43,618 ↑	\$-	\$6,533	\$-	\$1,491	\$12,485	2,040
NASH	8,237 ↓	\$56,868 ↑	\$33,769 ↑	\$-	\$2,543	\$-	\$289	\$20,267	1,795
NEW HANOVER	17,703 ↓	\$110,416 ↑	\$69,638 ↑	\$-	\$12,661	\$118	\$1,100	\$26,899	3,959
NORTHAMPTON	1,507 ↓	\$11,212 ↑	\$6,266 ↑	\$-	\$260	\$-	\$65	\$4,622	406
ONSLow	29,203 ↑	\$322,709 ↑	\$233,562 ↑	\$-	\$49,719	\$-	\$1,759	\$37,669	6,758
ORANGE	6,437 ↓	\$40,205 ↑	\$16,766 ↑	\$-	\$4,204	\$-	\$1,021	\$18,213	1,323
PAMLICO	1,367 ↓	\$10,290 ↑	\$6,485 ↑	\$-	\$389	\$-	\$186	\$3,230	369
PASQUOTANK	4,702 ↑	\$30,294 ↑	\$19,431 ↑	\$-	\$4,236	\$-	\$128	\$6,500	909
PENDER	6,058 ↑	\$36,061 ↑	\$23,872 ↑	\$-	\$2,813	\$-	\$282	\$9,093	1,259
PERQUIMANS	1,549 ↓	\$8,791 ↑	\$5,490 ↑	\$-	\$685	\$-	\$67	\$2,549	322
PERSON	2,937 ↓	\$23,970 ↑	\$11,188 ↑	\$-	\$725	\$-	\$124	\$11,933	838
PITT	11,091 ↑	\$89,720 ↑	\$56,649 ↑	\$-	\$7,488	\$-	\$1,000	\$24,582	2,756
POLK	2,018 ↓	\$12,898 ↑	\$6,961 ↑	\$-	\$312	\$-	\$145	\$5,481	552
RANDOLPH	11,007 ↑	\$60,498 ↑	\$30,581 ↑	\$-	\$2,351	\$-	\$571	\$26,994	2,684
RICHMOND	3,633 ↑	\$37,039 ↑	\$24,210 ↑	\$-	\$1,295	\$-	\$143	\$11,391	1,397
ROBESON	8,088 ↑	\$86,397 ↑	\$52,104 ↑	\$-	\$5,720	\$-	\$820	\$27,753	3,026
ROCKINGHAM	7,682 ↑	\$42,520 ↑	\$23,738 ↑	\$-	\$1,404	\$-	\$117	\$17,261	1,908
ROWAN	11,894 ↓	\$138,797 ↑	\$45,834 ↑	\$5,456	\$3,510	\$11,345	\$570	\$72,083	5,024
RUTHERFORD	5,508 ↑	\$48,358 ↑	\$22,709 ↑	\$-	\$1,021	\$-	\$289	\$24,338	2,110
SAMPSON	3,805 ↓	\$42,077 ↑	\$24,738 ↑	\$-	\$1,754	\$-	\$157	\$15,428	1,535
SCOTLAND	2,775 ↓	\$22,209 ↑	\$13,773 ↑	\$-	\$1,033	\$-	\$142	\$7,262	864
STANLY	4,705 ↑	\$29,290 ↑	\$14,425 ↑	\$-	\$1,277	\$-	\$191	\$13,397	1,358
STOKES	3,940 ↑	\$19,043 ↑	\$10,867 ↑	\$-	\$634	\$-	\$115	\$7,427	991
SURRY	4,584 ↓	\$37,459 ↑	\$23,781 ↑	\$-	\$913	\$-	\$480	\$12,285	1,841
SWAIN	1,244 ↓	\$10,079 ↑	\$5,357 ↑	\$-	\$165	\$-	\$70	\$4,488	402
TRANSYLVANIA	3,482 ↑	\$19,381 ↑	\$9,608 ↑	\$-	\$585	\$-	\$210	\$8,978	874
TYRRELL	402 ↓	\$1,124 ↑	\$711 ↑	\$-	\$39	\$-	\$13	\$362	56
UNION	13,302 ↓	\$65,633 ↑	\$38,785 ↑	\$-	\$4,060	\$-	\$832	\$21,955	2,992
VANCE	2,475 ↑	\$26,322 ↑	\$13,080 ↑	\$-	\$833	\$-	\$168	\$12,242	976
WAKE	59,109 ↑	\$343,077 ↑	\$185,370 ↑	\$-	\$39,455	\$190	\$4,756	\$113,307	11,527
WARREN	1,556 ↓	\$13,760 ↑	\$6,358 ↑	\$-	\$378	\$-	\$21	\$7,004	538
WASHINGTON	926 ↓	\$8,652 ↑	\$4,809 ↑	\$-	\$346	\$-	\$60	\$3,436	249
WATAUGA	2,555 ↓	\$17,961 ↑	\$9,350 ↑	\$-	\$2,760	\$-	\$171	\$5,680	801
WAYNE	13,159 ↑	\$107,504 ↑	\$73,142 ↑	\$-	\$9,281	\$-	\$395	\$24,685	3,099
WILKES	4,173 ↓	\$29,947 ↑	\$18,559 ↑	\$-	\$995	\$-	\$166	\$10,227	1,577
WILSON	5,543 ↓	\$46,203 ↑	\$26,921 ↑	\$-	\$1,989	\$-	\$479	\$16,814	1,411
YADKIN	2,513 ↓	\$14,940 ↑	\$8,115 ↑	\$-	\$542	\$-	\$240	\$6,043	846
YANCEY	1,496 ↓	\$14,685 ↑	\$8,047 ↑	\$-	\$217	\$-	\$324	\$6,097	596
TOTALS	775,020	\$5,949,873	\$3,328,183	\$8,405	\$478,939	\$93,726	\$53,403	\$1,987,216	214,278

* Veteran population estimates, as of September 30, 2014, are produced by the VA Office of the Actuary.

** Unique patients are patients who received treatment at a VA health care facility.



2014 VA EXPENDITURES: BY CONGRESSIONAL DISTRICT

DISTRICT	*VETERAN POPULATION	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION & REHAB (JOBS)	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	**UNIQUE PATIENTS
CONG. DIST (01)	51,025 ↑	\$554,837 ↑	\$284,686 ↑	\$2,213	\$31,367	\$8,495	\$2,736	\$225,340	15,432
CONG. DIST (02)	73,105 ↑	\$623,461 ↑	\$381,963 ↑	\$279	\$78,050	\$-	\$5,263	\$157,906	19,844
CONG. DIST (03)	85,608 ↑	\$725,586 ↑	\$498,968 ↑	\$-	\$85,793	\$96	\$6,889	\$133,840	19,165
CONG. DIST (04)	60,742 ↑	\$647,851 ↑	\$377,939 ↑	\$-	\$79,902	\$2,733	\$5,365	\$181,912	18,643
CONG. DIST (05)	55,059 ↓	\$340,707 ↓	\$182,956 ↑	\$250	\$19,146	\$-	\$3,450	\$134,906	16,399
CONG. DIST (06)	56,383 ↓	\$305,589 ↑	\$163,028 ↑	\$0	\$15,055	\$-	\$3,647	\$123,858	13,287
CONG. DIST (07)	65,665 ↑	\$442,472 ↑	\$275,747 ↑	\$-	\$31,095	\$4	\$4,124	\$131,501	16,610
CONG. DIST (08)	54,358 ↑	\$381,863 ↑	\$209,929 ↑	\$150	\$20,712	\$-	\$2,796	\$148,276	16,915
CONG. DIST (09)	49,226 ↑	\$213,063 ↑	\$112,323 ↑	\$291	\$21,331	\$-	\$4,077	\$75,041	10,461
CONG. DIST (10)	58,830 ↓	\$441,788 ↑	\$214,368 ↑	\$-	\$19,429	\$4,695	\$4,021	\$199,275	19,547
CONG. DIST (11)	64,692 ↓	\$474,469 ↑	\$239,170 ↑	\$-	\$13,337	\$-	\$4,376	\$217,587	21,989
CONG. DIST (12)	42,379 ↓	\$467,635 ↓	\$200,248 ↑	\$5,220	\$34,444	\$77,702	\$2,693	\$147,328	15,006
CONG. DIST (13)	57,947 ↑	\$330,552 ↑	\$186,857 ↑	\$-	\$29,279	\$1	\$3,967	\$110,447	10,980
TOTALS	775,020	\$5,949,873	\$3,328,183	\$8,405	\$478,939	\$93,726	\$53,403	\$1,987,216	214,278

Notes:

* Veteran population estimates, as of September 30, 2014 are produced by the VA Office of the Actuary.

** Unique patients are patients who received treatment at a VA health care facility.

- Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1
- The Comp & Pension dollars include: veterans' compensation for Service-connected disabilities; burial and other benefits
- Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, etc.
- Medical Care expenditures are based on where patients reside instead of where care is given.

► 2015 North Carolina Ranks #2 Nationally in Rural Veterans**

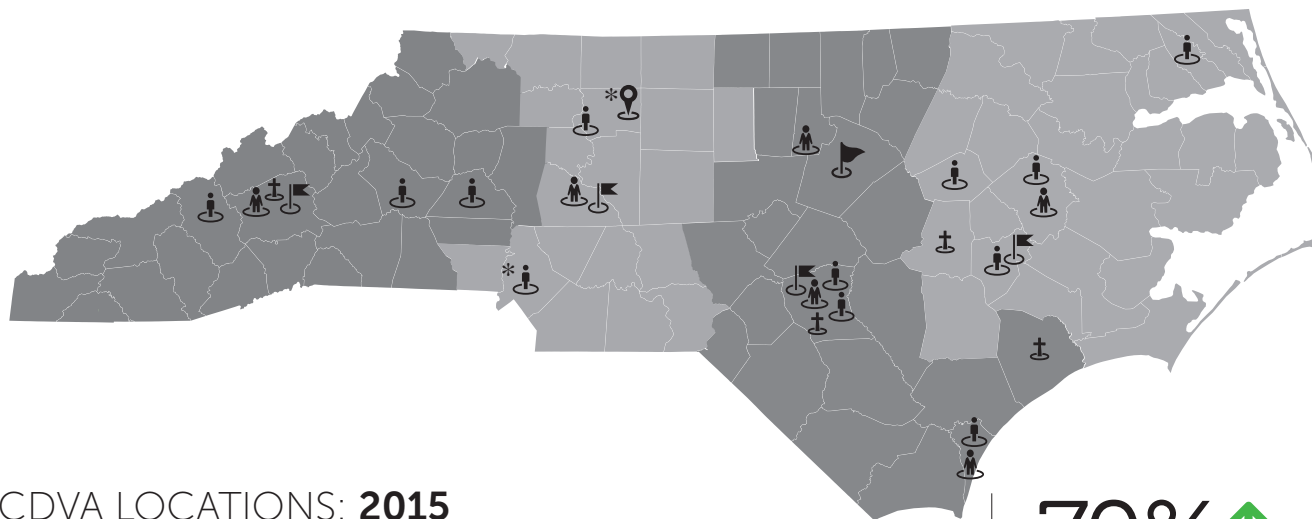


*2015 Rural Veteran Population reported by the Office of Rural Health 2015 Annual Report, Department of Veterans Affairs. www.ruralhealth.va.gov/docs/ORH_Annual_Report_2015_FINAL.pdf.

**Enrolled in the VA Health System



2014 NC DIVISION OF VETERANS AFFAIRS: OPERATIONS



NCDVA LOCATIONS: 2015

- Veteran Service Centers (VSC's 14)
- NCDVA State Office
- Winston-Salem State Office
- State Veterans Nursing Home (4)
- State Veterans Cemetery (4)
- VSC's Located in VA Medical Facilities (8)

70%↑

VSC PROJECTED INCREASE

2014 = 13 VSC's
2016 = 22 VSC's

STATE VETERANS SERVICE CENTERS (VSC)

Hickory VSC
Catawba County
828.322.6616

Canton VSC
Haywood County
828.646.6937

Morganton VSC
Burke County
828.430.7136

Clemmons VSC
Forsyth County
336.766.1496

Charlotte VSC
Mecklenburg County
704.563.2037

Fort Bragg VSC
Fort Bragg, N.C.
919.482.4131

Wilmington VSC
New Hanover County
910.251.5704

Wilson VSC
Wilson County
252.237.2422

Elizabeth City VSC
Pasquotank County
252.331.4741

Greenville VSC
Pitt County
252.355.9052

Kinston VSC
Lenoir County
252.522.5050

Fayetteville Vet Center
VSC Cumberland County
910.488.6252

State Service Office Service Center
Winston-Salem, N.C.
336.725.8781

NCDVA Resource Service Center
Raleigh, N.C.
844.NC4.VETS

STATE VETERANS HOMES

Black Mountain
Black Mountain, N.C.
828.257.6800

Salisbury
Salisbury, N.C.
704.638.4200

Fayetteville
Fayetteville, N.C.
910.482.4131

Kinston
Kinston, N.C.
252.939.8000

VETERANS SERVICE CENTERS IN VA MEDICAL FACILITIES

Asheville
Charles George VA Medical Center
828.298.7911 ext. 5331

Durham
Durham VA Medical Center
919.286.0411 ext. 7617

Fayetteville
Fayetteville Health Care Center
910.475.6273

Greenville
Greenville Health Care Center
252.830.2149

Salisbury
W.G. Hefner VA Medical Center
704.638.9000 ext. 6427

Wilmington
Wilmington Community Based Outpatient Clinic
910.251.5704

*Charlotte
Charlotte Health Care Center
Opening Spring 2016

*Kernersville
Kernersville Health Care Center
Opening Spring 2016

STATE VETERANS CEMETERIES

Western Carolina
Black Mountain, N.C.
828.669.0684

Coastal Carolina
Jacksonville, N.C.
910.347.4550

Sandhills
Spring Lake, N.C.
910.436.5630

Eastern Carolina
Goldsboro, N.C.
919.807.4250



2014 NC DIVISION OF VETERANS AFFAIRS: OPERATIONS

BACKGROUND

The Challenge in North Carolina has not been a lack of services statewide, but rather a lack of coordination. A myriad of veterans and service member programs housed in multiple federal, state and non-profit entities, often operating unknown to each other have created a labyrinth that had not been adequately coordinated in North Carolina's history. This lack of visibility has led to costly duplication at best, and massive gaps

that potentially contributed to the negative spirals of joblessness, homelessness and even veteran suicide. Most importantly, the veterans, service members and their families have gone largely unaware of the programs and benefits available to them. Governor McCrory and his team recognized this shortfall from day one and his administration has been rushing to address the gaps.

THE MISSION: MAKE NORTH CAROLINA THE MOST VETERAN FRIENDLY STATE

Having identified early on the gaps and challenges faced by veterans, service members and their families, in 2013 Governor McCrory charged his various state agencies with working together to find efficiencies, track outcomes and improve results for veterans. The result is a newfound coordination that is only continuing to improve and generate positive results.

Here at the North Carolina Department of Military & Veterans Affairs (NCDMVA) we are executing the Governor's vision by implementing a four-pronged initiative designed to make North Carolina more veteran-friendly. By focusing on 1) INTRA-AGENCY REFORM, 2) INTER-AGENCY REFORM, 3) COMMUNICATIONS and 4) LEGISLATION, WE ARE TRULY MAKING North Carolina more veteran Friendly. The initiative leverages existing capabilities across federal, state and local agencies and amplifies the effectiveness of services already offered to veterans by making them more easily accessible (Convenient), more efficient (Fast) and by increasing the awareness of their offerings (Visible). Additionally, the initiative closes the gaps in veterans' services by reducing the bureaucratic or cultural barriers that have limited the effectiveness of participating service providers in the past.

Planning the initiative to make North Carolina more veteran-friendly began in the Fall of 2013. Execution of the initiative began in Spring 2014, with North Carolina's inaugural "Women Veterans Summit and Expo" that drew over 550 women veterans. Governor Pat McCrory used the occasion of the state's first major women veterans event to sign Executive Order 49 launching the "Governor's Working Group on Veterans Service Members and their Families." The Governor also announced his support for in-state tuition for returning veterans, which he signed into law in 2015 for the first time, despite decades of previous failed attempts.

After achieving initial milestones, including the deployment of new services and resource materials (NC4Vets) in the Fall of 2014, implementation and refinement will continue through 2016 and beyond. The result of these efforts has been a massive transformation that has yielded a better quality of the life to the Veterans of North Carolina, and more revenues for the state as the dollar impact of veterans and the military continues to grow. The Proof? Veterans are voting with their feet and for the first time in recent history, North Carolina's veteran population is growing relative to other states (see chart on page 3).

NORTH CAROLINA'S VISIONARY RECIPE FOR SUCCESS: 4-PART STRATEGY EXECUTED SIMULTANEOUSLY

1) INTRA-AGENCY REFORM: Re-envisioning our internal methods and focus to maximize limited resources with a "vet-centric" approach. Growing veteran service locations by 70%:

- Going where the veterans are such as USDVA medical centers in order to create a "one-stop-shop" environment.
 - i. From 13 locations in 2014 to 22 locations in 2016.
- Launching a toll-free call center, website and Resource Guide to answer questions and direct veterans to local services at (844) NC4-VETS and NC4Vets.com
- Focus on supporting our 100 counties by:
 - i. Expanding the regional training teams by 400%
 - ii. Increasing capacity at the State Central Service Office which supports 100-county claims processing.
- Creating a Salesforce.com "paperless" platform to accelerate services, boost outcomes and performance.
- Shifting to Fully Developed Claims (FDC) to cut wait times on claims by 40%.
- Raising money and support from alternative sources via grants, corporate sponsors, and sister agencies.
 - i. To date, the NCDMVA has opened 8 new office locations at no cost to the state, and has raised over \$1,000,000 in public/private dollars and support.

2) INTER-AGENCY REFORM: Changing how state agencies coordinate with federal partners and the non-profits that support local communities.

- Designed and supporting the interagency team, "The Governor's Working Group on Veterans Service Members and their Families," (Executive Order 49) ties ALL state, federal and community agencies together, creating a free flow of information and improved collaboration among veteran stakeholders, NCVETERANSWORKINGGROUP.ORG.
 - i. Deeper collaboration with key state agencies such as Department of Public Safety, Department of Commerce (NC Works) that helps veterans find work and the NC Department of Health And Human Services, specifically the Substance Abuse and Mental Health components that fund programs for veterans.
 - ii. Launched NC4ME.org, a public/private veteran employment initiative augmenting existing state efforts.
 - iii. Launched the NC Task Force to End Veterans Homelessness collaborating with USVA, NC DHHS, and regional community partners.
- Partnering with Syracuse University's Institute for Veterans and Military Families (IVMF), in conjunction with Accenture and the Walmart Foundation, to develop statewide Public/private partnership, "NC SERVES," providing coordinated services via localized community hubs.
 - i. The pilot, launched in Charlotte, leverages the success of the nationally renown Charlotte Bridge Home.
 - ii. Three new regional programs are in development for 2016/2017.
- Partnering with Duke School of Medicine Evidence-based Practice Implementation Center (EPIC) to co-develop a

curriculum to train Veterans Services Officers in provision of improved mental health services to veterans and their families.

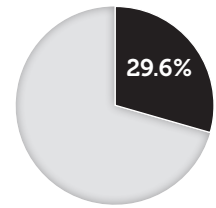
- Leveraging clinical "Peer to Peer" methodology to enhance communication amongst staff and veteran clients.
- ### 3) COMMUNICATIONS PLAN: Veterans don't always need services or programs, but they do need to know that their community cares. That's why we have developed an aggressive messaging strategy to achieve visibility of veterans and veterans' issues.
- Simplifying the confusing universe of services for veterans by offering a simple and reliable information platform across all media and branded service locations (NC4Vets.com & (844) NC4-Vets). One brand, NC4VETS, creates a one-stop-shop that is agency agnostic, and not laden with "departmental" jargon.
 - i. NC4VETS Resource Guide and supporting materials/branding is professionally designed and attractive, compared to the low-quality graphics used by other agencies.
 - High-profile, recurring events draw free media and connect veterans to resources and community:
 - i. 2014 North Carolina Women Veterans Summit and Expo (Raleigh) was first of its kind as a statewide event. The 2016 Expo will be May 25, 2016.
 - Myriad stand-downs conducted with Department of Commerce and Community events with Veteran Service Organization partners (American Legion, VFW, DAV, and the Vietnam Veterans of America).
 - i. Veteran benefit Action Centers (VBACs) conducted with the American Legion and the USVA have granted claims to thousands of veterans on the same day!
 - Focus on Transparency and knowledge sharing with products like this NC Veterans Annual Report, online newsletter, weekly conference calls with Veteran Service Partners, and monthly working group.
- ### 4) LEGISLATIVE AGENDA & Creation of new Department of Military and Veterans Affairs: For the first time in NC History, Governor McCrory has created an entity focused on issues that represent NC's 2nd largest economic sector at over \$66 Billion.
- Other recent successes working with the legislature on workforce enrichment via jobs and education include:
 - i. Establishing in-state tuition for veterans to all N.C. community colleges and universities.
 - ii. Waiving the commercial driver's license requirement for veterans who have operated trucks and heavy equipment during their military experiences.
 - iii. Expanding the NC Foreclosure Prevention Fund to help veterans who are seeking work or in long-term retraining.
 - iv. Recognizing military experience toward placement on the teacher salary schedule.
 - v. Establishing veterans treatment courts that recognizes the unique needs of veterans.
 - vi. Unveiling the first Veteran's Driver's License to highlight a vet's military experience.



NC DIVISION OF VETERANS AFFAIRS: OPERATIONS

SNAPSHOT 2015

POWER OF ATTORNEY NAME	% OF COMPLETED CLAIMS	COMPLETED CLAIMS
NORTH CAROLINA DIVISION OF VETERANS AFFAIRS	29.6%	17,715
NONE	29.3%	17,535
Disabled American Veterans	17.5%	10,486
Veterans of Foreign Wars of the United States	7.1%	4,243
American Legion	6.7%	3,985
Other	3.7%	2,195
AmVets	3.1%	1,829
Military Order of the Purple Heart	1.0%	615
Agent or Private Attorney	0.8%	495
National Assoc. for Black Veterans, Inc.	0.6%	335
Additional	0.7%	452
TOTAL	100.0%	59,885

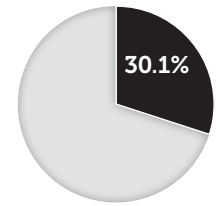


NCDVA % OF COMPLETED CLAIMS

9% ↑
YOY INCREASE

SNAPSHOT 2014

POWER OF ATTORNEY NAME	% OF COMPLETED CLAIMS	COMPLETED CLAIMS
NORTH CAROLINA DIVISION OF VETERANS AFFAIRS	30.1%	16,233
NONE	29.9%	16,122
Disabled American Veterans	17.9%	9,662
American Legion	7.4%	4,016
Veterans of Foreign Wars of the United States	5.1%	2,756
Other	3.9%	2,085
AmVets	2.6%	1,424
Military Order of the Purple Heart	1.2%	623
Agent or Private Attorney	0.9%	482
National Assoc. for Black Veterans, Inc.	0.4%	220
Additional	0.6%	363
TOTAL	100.0%	53,986

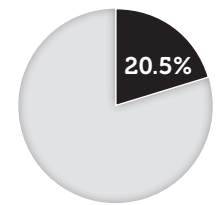


NCDVA % OF COMPLETED CLAIMS

50% ↑
YOY INCREASE

SNAPSHOT 2013

POWER OF ATTORNEY NAME	% OF COMPLETED CLAIMS	COMPLETED CLAIMS
NONE	31.4%	16,557
NORTH CAROLINA DIVISION OF VETERANS AFFAIRS	20.5%	10,800
Disabled American Veterans	18.2%	9,620
Other	8.1%	4,282
American Legion	7.7%	4,046
Veterans of Foreign Wars of the United States	7.6%	4,005
AmVets	3.0%	1,607
Military Order of the Purple Heart	1.6%	830
Agent or Private Attorney	1.0%	516
National Assoc. for Black Veterans, Inc.	0.4%	196
Additional	0.6%	341
TOTAL	100.0%	52,800



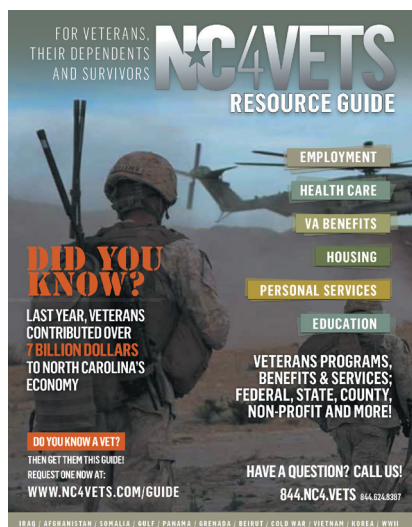
NCDVA % OF COMPLETED CLAIMS

2015 Completed Compensation Claims by NC Veteran Service Organizations as Reported by Veterans Administration Regional Office (VARO Winston-Salem)

Source (11) Department of Veterans Affairs, Winston-Salem Regional Office

CORRECTION: The 2014 Annual Report printed figures provided to NCDVA by the USVA Winston-Salem Regional office that were incorrect. Specifically, the Regional office provided data on 15-months (5 quarters vs. 4) worth of activity instead of the 12 months of calendar year. Because the time period was inflated, the data was inflated. The mistake has been corrected above.

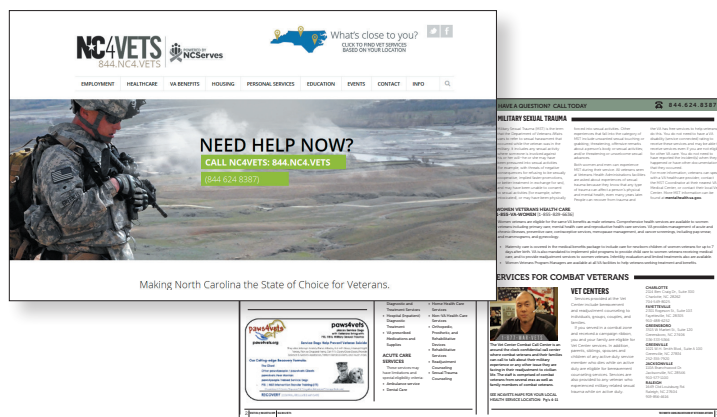
2015 NC4VETS TECHNOLOGY



One example of recent success is the new NC4VETS suite of products, including a 2.0 version of NC4VETS.com featuring a "Find Vet Services" tool, Geo-location of virtual map of services, and the capability for nonprofits and state agencies to share their veterans services and locations. In addition, NC4VETS has built a nation leading Customer Relations Management tool using Salesforce.

com. This platform facilitates a more effective, cost-saving and an accountable way of managing Veteran cases. On Memorial Day, NC4VETS released its 2015 annual Resource Guide. The 2015 Guide has doubled in content from the

2014 guide, and contains over 2,500 data points and 350 points of contacts to employment and career services; over 100 local and state-wide veteran focused non-profits and detailed information on how to work with a Veterans Service Officer. All of that can be easily navigated by visiting www.nc4vets.com or by calling our Resource Center at 844.nc4.vets



VETERANS AFFAIRS SCHOLARSHIPS

In 2015, the North Carolina Division of Veterans Affairs awarded 324 scholarships to the children of war-time veterans. In the 2014-2015 academic school year, the Division had over 1,200 students receiving financial aid through the scholarship program. Since July 2002, the North Carolina Division of Veterans Affairs has awarded 3,328 competitive scholarships funded by Escheats* and over 3,239 scholarships funded by appropriations. The Escheats scholarships are considered "full rides" with the exception of books while the appropriated scholarships are more limited in nature. Scholarships pay tuition, mandatory fees, and a room and board rate at each of the 16 campus UNC system schools. Tuition, mandatory fees, and a set room and board fee are also paid for community colleges.

This scholarship program is for the children of North Carolina War Veterans based on residency and within a certain class or category of deceased, disabled, combat or POW/MIA veterans.

- This scholarship program is only valid at North Carolina schools.
- Scholarship recipients attending North Carolina approved private schools shall be granted a monetary allowance.
- The scholarship is for 8 academic semesters. Effective July 1, 2014, the applicant will have six years to utilize the eight academic semesters.
- Beginning July 2014, Room and Board charges are limited to 75% of university current costs.
- For the past several years, all other scholarships and grants are first applied to the cost of education at the community colleges and universities prior to applying the NC Division of Veterans Affairs Scholarship.
- At time of application, applicant must be under age 25; a resident and domiciled in North Carolina,

AND

- Veteran parent was a legal resident of North Carolina at the time of said veteran's entrance into that period of service in the armed forces during which eligibility is established.

OR

- The applicant is the natural child or adopted child prior to age 15, who was born in North Carolina and has been a resident of North Carolina continuously since birth.

*In 2001, working with the Office of State Budget and Management, the NC Division of Veterans Affairs began funding the competitive scholarship classes from escheats. The competitive classes are considered as "needy and worthy." The competitive classes are first based on financial need and then on academics.



NORTH CAROLINA STATE VETERANS HOMES

FOUR STATE VETERANS HOMES

All four homes are Medicare, Medicaid and Joint Commission Certified.



The State of North Carolina is proud to offer four, full-service, State Veterans Homes. They are located adjacent to the VA Medical Center in Fayetteville, on the W.G. Hefner Medical Center campus in Salisbury, Kinston, and in Black Mountain.

The General Assembly appropriated funds as required to obtain USDVA matching construction grants for the current four State Veterans Homes. The USDVA paid for the majority of the homes' development. There are no appropriated funds for the daily operation of these homes.

TO BE ELIGIBLE, A VETERAN MUST:

- Have served in the Armed Forces (for other than training purposes)
- Have been discharged under honorable conditions
- Have been a resident of North Carolina 24 months prior to admission
- Be referred by a licensed physician and be in need of skilled nursing care

State homes are fully operated by a private contractor employing approximately 700 healthcare workers across the state. Only one state employee is located at each facility. Each state employee is funded by receipts.

These homes are receipts based, paid for by the residents from various sources of payers. The NCDVA receives per diem for each qualified Veteran from the US Department of Veterans Affairs; other receipt sources include: Medicaid, Medicare, private insurance, VA compensation/pension benefits, and private pay. Private pay can include a resident's social security benefits, retirement benefits, military retirement, etc.

► FAYETTEVILLE



01.01.15 - 12.31.15 FACILITY REPORT

RESIDENTS

Admissions	94
Monthly Avg. Census	138

FUNDING

Medicare Funding	11%
Medicaid Funding	32%
Private	57%

150 BED, SKILLED NURSING FACILITY

► SALISBURY



01.01.15 - 12.31.15 FACILITY REPORT

RESIDENTS

Admissions	87
Monthly Avg. Census	98

FUNDING

Medicare Funding	14%
Medicaid Funding	30%
Private	56%

99 BED, SKILLED NURSING FACILITY

► BLACK MOUNTAIN



01.01.15 - 12.31.15 FACILITY REPORT

RESIDENTS

Admissions	91
Monthly Avg. Census	97

FUNDING

Medicare Funding	10%
Medicaid Funding	48%
Private	42%

100 BED, SKILLED NURSING FACILITY

► KINSTON



01.01.15 - 12.31.15 FACILITY REPORT

RESIDENTS

Admissions	102
Monthly Avg. Census	93

FUNDING

Medicare Funding	15%
Medicaid Funding	46%
Private	39%

100 BED, SKILLED NURSING FACILITY



NORTH CAROLINA STATE VETERANS CEMETERIES

2015

The primary mission of the NCDVA Veterans Cemeteries is to provide North Carolina Veterans with a burial plot at no cost, and their qualifying dependent(s) at a cost of \$400.

The veteran must be discharged under honorable conditions and meet state residency requirements. Receipts and appropriated funds are applied to cemetery operations.

► WESTERN CAROLINA (BLACK MOUNTAIN)

BURIALS		2015	YOY
TOTAL BURIALS	↑	408	+11.47%
VETERAN BURIALS	↑	278	+7.33%
DEPENDANT BURIALS	↑	130	+21.49%
CASKET BURIALS	↓	151	-12.71%
CREMATIONS	↑	221	+14.50%

► SPRING LAKE (FAYETTEVILLE)

BURIALS		2015	YOY
TOTAL BURIALS	↑	419	+3.71%
VETERAN BURIALS	↑	313	+0.94%
DEPENDANT BURIALS	↑	114	+29.54%
CASKET BURIALS	—	289	0.00%
CREMATIONS	↓	105	-8.69%

► COASTAL (JACKSONVILLE)

BURIALS		2015	YOY
TOTAL BURIALS	↑	322	+7.69%
VETERAN BURIALS	↑	217	+1.40%
DEPENDANT BURIALS	↑	105	+23.52%
CASKET BURIALS	↑	178	+9.20%
CREMATIONS	↑	114	+8.57%

► EASTERN CAROLINA (GOLDSBORO)

This newly constructed Eastern Carolina State Veterans Cemetery (ECSVC) is located in the City of Goldsboro, in Wayne County North Carolina.



Strategically located to serve Eastern Carolina's Veterans, the cemetery is located just off Highway 70. The states fourth Veterans Cemetery consists of 77 acres, 62 used for burial services. The land was donated by Wayne County in conjunction with Senate Bill 457 appropriations of \$600,000 for project start up.

50 Year Projection

Total Burial Sites	23,311
Preplaced Crypts	12,136
In-ground Cremains	5,856
Columbarium Niches	5,319



NCDVA: TRAINING

Beginning in 2012, the Veterans Administration launched its Electronic Claims Submission initiative, designed to dramatically reduce claims processing times. In response to this federal effort, the NCDVA Training Team responded with an increased training schedule to better educate Veterans Service Officers (VSO) on more efficient claims submission techniques. At 23 Regional Training Seminars and the annual NCDVA Fall Training Conference, VSOs were trained to submit Fully Developed Claims (FDC).

The results were dramatic;

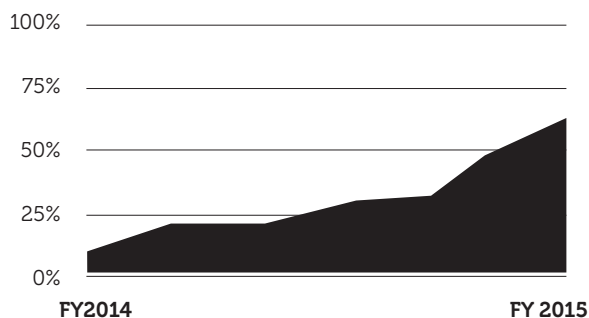
- ▶ In 2013, 14% of the claims submitted by NCDVA and County VSOs using NCDVA Power of Attorney (POA) were FDCs.
- ▶ In 2015, 18,887 NCDVA claims were submitted to the W-S VARO; 10,463 of which were submitted as FDCs (55.4%)
8,433 were accepted as FDCs (44.6%)

WHY IS THIS IMPORTANT?

This means that in 3 out of 4 lanes of service, and for 9 out of 10 categories, claims processing times for Veterans working with NCDVA were down as much as 50%. Veterans receiving the benefits they have earned in 4 months instead of 8.

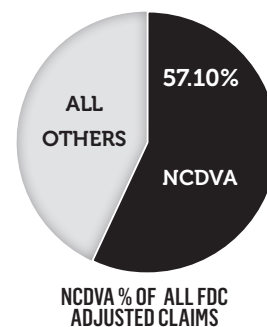
2015: VSO CLAIMS

VETERANS SERVICE OFFICE (VSO)	TOTAL CLAIMS SUBMITTED	TOTAL FDC CLAIMS ACCEPTED	ADJUSTED PERCENT	ALL ADJUSTED PERCENTAGE
▶ NCDVA	18,887	8,433	44.60%	57.10%
NABVETS	340	127	37.40%	0.90%
PVA	138	39	28.30%	0.30%
DAV	7,907	2,175	27.50%	14.70%
AL	3,276	874	26.70%	5.90%
NO POA / OTHER	13,927	2,553	18.30%	17.30%
AMVETS	1,147	156	13.60%	1.00%
AGENT/PVT ATTORNEY EXCLUSIVE	504	65	12.90%	0.40%
VFW	2,925	303	10.40%	2.10%
MOPH	370	37	10.00%	0.30%
TOTAL	49,421	14,762	29.90%	100.00%



57.10%

Of all FDC adjusted claims were processed through the NCDVA.



*Fully Developed Claim: The Fully Developed Claims (FDC) program is an optional initiative that offers Veterans and survivors faster decisions from VA on compensation, pension, and survivor benefit claims.

SERVICES AND RESOURCES

RESOURCE MAPS

NC WORKS CAREER CENTERS
VETERAN SERVICES
MEDICAL FACILITIES
CEMETERIES
VET CENTERS

EMPLOYMENT

CAREER FAIRS AND EMPLOYMENT SITES
VETERANS PREFERENCE
TAX CREDIT FOR VETS
NCWORKS / WORKFORCE LOCATIONS

VETERAN BUSINESS ASSOCIATIONS

NC MILITARY BUSINESS CENTER
NC DEFENSE BUSINESS ASSOCIATION
NC VETERANS BUSINESS ASSOCIATION

CLAIMS

HOW TO FILE A CLAIM
2014 VA DISABILITY COMPENSATION RATES
APPOINTMENTS
E-BENEFITS
PREPARE TO FILE YOUR CLAIM
VETERAN SERVICE OFFICERS IN YOUR AREA
PRESUMPTIVE CONDITIONS
BENEFITS AVAILABLE

DISABILITY & PENSIONS

AID & ATTENDANCE
DISABILITY COMPENSATION
HOUSEBOUND BENEFITS
DEPENDENCY & INDEMNITY

HEALTH CARE

ELIGIBILITY
ENROLLMENT
DAV TRANSPORTATION
5-YEAR POST-DEPLOYMENT BENEFITS
COMMUNITY BASED OUT-PATIENT CLINICS (CBOC's)
MY HEALTH eVET
NON-VA MEDICAL EMERGENCY CARE
STANDARD HEALTH CARE BENEFITS
VET CENTERS
WOMEN VETERANS HEALTH CARE
PTSD/TBI

TRANSPORTATION

DAV TRANSPORTATION NETWORK
TRAVEL REIMBURSEMENT
VA VET TRANSPORTATION PROGRAM

VETERAN SERVICES ORGANIZATIONS

TRAUMA

VETERANS CRISIS LINE: (800) 273-8255
NCNG HELPLINE: (855) 322-3848

SKILLED NURSING CARE HOMES

ELIGIBILITY
FAYETTEVILLE
SALISBURY
BLACK MOUNTAIN
KINSTON

BURIAL BENEFITS

BURIAL FLAGS
BURIAL PLOT ALLOWANCES
HEADSTONES AND MARKERS
MILITARY FUNERAL HONORS
NORTH CAROLINA CEMETERIES

EDUCATION

NC STATE SCHOLARSHIP FOR CHILDREN OF WARTIME VETS
COLLEGE CREDIT FOR MILITARY TRAINING
MONTGOMERY GI BILL
POST 9/11 GI BILL
RESERVE EDUCATION ASSISTANCE
TUITION ASSISTANCE / TOP-UP
APPRENTICE PROGRAM
VETERANS EDUCATIONAL ASSISTANCE
VOC REHAB AND EMPLOYMENT

HOMELESS RESOURCES/ HOUSING

DROP-IN CENTERS
EMERGENCY SUPPORT AND RESOURCES
HUD/VASH
STAND DOWNS
TRANSITIONAL RESIDENCE PROGRAM
COMPENSATED WORK THERAPY
NC PROPERTY TAX EXEMPTION
VETERANS EMERGENCY RELIEF:
(877) 424-3838

AUTO / ADAPTIVE / CLOTHING

ADAPTIVE EQUIPMENT
AUTOMOBILE ASSISTANCE PROGRAM
CLOTHING ALLOWANCE
GUIDE AND SERVICE DOGS

ID'S / DMV PLATES / RECORDS

MILITARY RECORDS AND MEDALS
MILITARY VETERANS LICENSE PLATES
NATURALIZATION PREFERENCE
RECORDS CORRECTIONS, REVIEW OF DISCHARGE
VETERAN DESIGNATION ON NC DRIVERS LICENSE
HUNTING AND FISHING

LEGAL SERVICES

HEALTH CARE RE-ENTRY
INCARCERATED VETERAN BENEFITS
VETERAN COURT DIVERSION
VETERANS JUSTICE OUTREACH (VJO)

NON-PROFITS HELPING VETS

2015

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